

	Type	L #	Hits	Search Text	DBs	Time Stamp
1	BRS	L1	847971	(optimize or optimized or optimizing or optimization or optimal or best or max or maximum or minimum or minimize or minimized or minimizing or minimization or low or lowest or best) near3 (profit or cost or costing or pricing or price or demand or supply or production or inventory)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB; USOCR	2004/04/30 18:32
2	BRS	L2	14354	1 near5 (constraint or constrained or constraining or limit or limiting or limited or range)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB; USOCR	2004/04/30 18:32
3	BRS	L3	51024	(determine or determined or determining or determination or calculate or calculated or calculating or calculation or find or finding or estimate or estimated or estimating or estimation or predict or prediction of predicting or predicted or forecast or forecasted or forecasting) near5 (profit or cost or costing or pricing or price or economic or asset or expense)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB; USOCR	2004/04/30 18:32
4	BRS	L4	237	2 near10 3 <i>Scanned Ti, Abhivic all</i>	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB; USOCR	2004/04/30 18:32
5	BRS	L5	72	("6308162").pn. or ((@pd<=19710101 not @pd<=19470101) and (700/90 or 700/103 or 702/182 or 705/1 or 705/7 or 705/400).ccls.) <i>Scanned Tj all</i>	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB; USOCR	2004/04/30 19:51

	Document ID	Issue Date	Inventor	Current OR	Current XRef	Pages
1	WO 9526007 A1	19950928	O'BRIEN, DANAMICHELE BRENNEN			42
2	US 6553352 B2	20030422	Delurgio, Phil et al.	705/400	703/6; 705/7	50
3	US 3648035 A	19720307	Hart, Dwight L. et al.	700/34	131/905; 177/50; 250/358.1; 700/122; 700/36; 702/173	19
4	US 20040019519 A1	20040129	Tani, Shigeyuki et al.	705/10		30
5	US 20030225593 A1	20031204	Terney, Chris et al.	705/1	705/10; 705/400; 705/5	7
6	US 20030069774 A1	20030410	Hoffman, George Harry et al.	705/8		305
7	US 20030018513 A1	20030123	Hoffman, George Harry et al.	705/10	705/28	307
8	US 20020184069 A1	20021205	Kosiba, Eric D. et al.	705/8	705/10	30
9	US 20020147666 A1	20021010	Baseman, Robert et al.	705/28		7

L4 results

	Document ID	Issue Date	Inventor	Current OR	Current XRef	Pages
1	US 6308162 B1	20011023	Ouimet, Kenneth J. et al.	705/7 706/13; 706/16; 706/19	705/8; 706/13; 22	

LS results

PUB-NO: WO009526007A1

DOCUMENT-IDENTIFIER: WO 9526007 A1

TITLE: COMPUTER SYSTEM AND METHOD FOR DETERMINING A TRAVEL SCHEME MINIMIZING TRAVEL COSTS FOR AN ORGANIZATION

PUBN-DATE: September 28, 1995

INVENTOR-INFORMATION:

NAME	COUNTRY
O'BRIEN, DANAMICHELE BRENNEN	N/A
INT-CL (IPC): G06F019/00	
EUR-CL (EPC): G06F017/60	

ABSTRACT:

<CHG DATE=19951108 STATUS=O> A computer system (10) and a method for determining a travel scheme minimizing travel costs for an organization, where the organization expects to purchase travel trips for a plurality of travelers for a plurality of travel links served by at least one carrier. The system comprises a data input device (54) for receiving travel information relating to the carriers and the links, a data storage device (34) for storing the received travel information, a processor (32) and a data output device (38). From the travel information, an objective function representing a travel cost for the travel trips and a set of constraints comprising restrictions relating to the function are constructed. A solution to the function is determined that satisfies the constraints and minimizes the travel cost. A report is generated by the data output device.

PGPUB-DOCUMENT-NUMBER: 20020184069

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020184069 A1

TITLE: System and method for generating forecasts and analysis of contact center behavior for planning purposes

PUBLICATION-DATE: December 5, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
------	------	-------	---------	---------

Kosiba, Eric D.	Crofton	MD	US	
-----------------	---------	----	----	--

Newhard, Douglas G.	Crofton	MD	US	
---------------------	---------	----	----	--

Papadopoulos, Neofytos C.	Annapolis	MD	US	
---------------------------	-----------	----	----	--

US-CL-CURRENT: 705/8, 705/10				
------------------------------	--	--	--	--

ABSTRACT: A method of predicting expected performance of a processing center system is provided. The method includes receiving performance information from a performance monitoring system associated with the processing center system. A computer model of the processing center system is developed based on the performance information. The method further includes generating predictions based on the computer model, and analyzing the predictions to generate performance scenarios for the processing center system.

----- KWIC -----

Detail Description Paragraph - DETX (107): [0154] The planning and analysis system 205 may determine the optimal hiring/termination plan for the contact center by iteratively changing the hiring and staffing plan and looking up the corresponding cost performance from the planning and analysis database. This approach, however, can be time consuming and difficult. Instead, the planning and analysis system 205 uses an optimization process to determine the optimal hiring/termination plan (step 325 of method 300). While the optimization process described is a linear program, the optimization process also may include a heuristic process or other mathematical optimization processes. Given the objective function of minimizing staff costs and the performance constraint of maintaining a given service level, the process automatically finds the least cost hiring and termination plan that still meet the service level constraints. The objective function and the service level constraints are set by the user via the optimizer icon 990. The process is a linear program). The process, along with the decision variables and constants, are shown below:

PGPUB-DOCUMENT-NUMBER: 20040019519

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040019519 A1

TITLE: Method of evaluating a service to be supplied and system using the same

PUBLICATION-DATE: January 29, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Tani, Shigeyuki	Sagamihara		JP	
Yasunobu, Chizuko	Tokyo		JP	
Yabutani, Takashi	Hitachinaka		JP	
Yagi, Hiroyuki	Tokorozawa		JP	

US-CL-CURRENT: 705/10

ABSTRACT: An evaluating service system includes a random number generator for generating a random number for use in a simulation for predicting an operating rate of a facility, an operating rate simulation unit for predicting an operating rate, a device utilization effect calculation unit for calculating a device utilization effect from a predicted operating rate, a device utilization effect/income conversion unit for converting the device utilization effect to an income, an introduction/operation expense calculation unit for calculating costs generated by the introduction and operation of the device, a profit calculation unit for calculating a profit generated by the introduced device from the income and expense, a predicted profit storage unit for storing the result of at least two or more profit predictions, and a predicted profit display unit for displaying the result of an evaluation on a screen or printing the result for presentation.

----- KWIC -----

Summary of Invention Paragraph - BSTX (9): [0007] Thus, there is an aspect of the invention to provide by calculating a range or a distribution of a device utilization effect which can be expected for each predetermined period from a predicted operating rate using a model for predicting a range of an operating condition of a facility intended for introduction, converting the device utilization effect to an amount of money to calculate an income for each predetermined period, calculating expenses and income generated by the introduction and operation of a device supply service such as a device maintenance expense, property tax and the like to calculate a profit for each predetermined period, and displaying and/or printing characteristic values which define a range of the profit for each predetermined period, for example, a maximum value and an minimum value, and an average value, or displaying and/or printing a time-series graph which presents data side by side in the order of predetermined periods, thereby permitting a device supply service business entity to evaluate and understand risks and merits of the device supply service provided thereby in the future, while permitting a load facility user which wishes the device utilization effect to understand the risks and merits of introducing the device supply service to readily determine the introduction. In this way, it is possible to support a contract for the introduction of the device supply service between the device supply service business entity and load facility user.

Detail Description Paragraph - DETX (6): [0035] Embodiment 1 will be described on the assumption that a device to be supplied is an energy saving device, wherein, particularly, a load facility is a motor drive, and an energy saving device is an inverter. In Embodiment 1, the effect of the introduced energy saving device is predicted at regular time intervals from the current time, for example, every year to simulate accumulated profits for a predetermined period, for example, for eight years from the year of introduction in FIG. 4. In the simulation, the operating rate of the load facility is fluctuated using a random number every year as an indefinite element, and a plurality of times, for example, 1,000 times of simulations herein are repeated for the predetermined period to calculate a range which can be taken by the result of profit prediction, a maximum value and a minimum value of the prediction result, for example, on a year-by-year basis.

Detail Description Paragraph - DETX (60): [0077] In the predicted profit comparison display unit 603, as shown in FIGS. 15A, 15B, it is contemplated to display two overlapping predicted profit distribution graphs for comparison when the upper and lower limit values are set for the service price and when they are not set. It is also contemplated to specify the risk allowable range by a minimum or a maximum value of the predicted profit, rather than the width.

DIALOG 01 MAY 2004

- File 2:INSPEC 1969-2004/Apr W3 (c) 2004 Institution of Electrical Engineers  
File 9:Business & Industry(R) Jul/1994-2004/Apr 30 (c) 2004 The Gale Group  
File 15:ABI/Inform(R) 1971-2004/May 01 (c) 2004 ProQuest Info&Learning  
File 16:Gale Group PROMT(R) 1990-2004/May 03 (c) 2004 The Gale Group  
File 20:Dialog Global Reporter 1997-2004/May 01 (c) 2004 The Dialog Corp.  
File 35:Dissertation Abs Online 1861-2004/Apr (c) 2004 ProQuest Info&Learning  
File 65:Inside Conferences 1993-2004/Apr W4 (c) 2004 BLDSC all rts. reserv.  
File 99:Wilson Appl. Sci & Tech Abs 1983-2004/Mar (c) 2004 The HW Wilson Co.  
File 148:Gale Group Trade & Industry DB 1976-2004/May 03 (c) 2004 The Gale Group  
File 160:Gale Group PROMT(R) 1972-1989 (c) 1999 The Gale Group  
File 233:Internet & Personal Comp. Abs. 1981-2003/Sep (c) 2003 EBSCO Pub.  
File 256:SoftBase:Reviews,Companies&Prods. 82-2004/Mar (c) 2004 Info.Sources Inc  
File 275:Gale Group Computer DB(TM) 1983-2004/May 03 (c) 2004 The Gale Group  
File 347:JAPIO Nov 1976-2003/Dec(Updated 040402) (c) 2004 JPO & JAPIO  
File 348:EUROPEAN PATENTS 1978-2004/Apr W04 (c) 2004 European Patent Office  
File 349:PCT FULLTEXT 1979-2002/UB=20040415,UT=20040408 (c) 2004 WIPO/Univentio  
File 474:New York Times Abs 1969-2004/Apr 30 (c) 2004 The New York Times  
File 475:Wall Street Journal Abs 1973-2004/Apr 30 (c) 2004 The New York Times  
File 476:Financial Times Fulltext 1982-2004/May 01 (c) 2004 Financial Times Ltd  
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13 (c) 2002 The Gale Group  
File 610:Business Wire 1999-2004/May 01 (c) 2004 Business Wire.  
File 613:PR Newswire 1999-2004/May 01 (c) 2004 PR Newswire Association Inc  
File 621:Gale Group New Prod.Annou.(R) 1985-2004/Apr 30 (c) 2004 The Gale Group  
File 624:McGraw-Hill Publications 1985-2004/Apr 30 (c) 2004 McGraw-Hill Co. Inc  
File 634:San Jose Mercury Jun 1985-2004/Apr 30 (c) 2004 San Jose Mercury News  
File 636:Gale Group Newsletter DB(TM) 1987-2004/May 03 (c) 2004 The Gale Group  
File 810:Business Wire 1986-1999/Feb 28 (c) 1999 Business Wire  
File 813:PR Newswire 1987-1999/Apr 30 (c) 1999 PR Newswire Association Inc

Set	Items	Description
S1	2657880	(OPTIMIZ?????? OR OPTIMAL OR BEST OR MAX OR MAXIMUM OR MINIM?????? OR LOW OR LOWEST OR BEST) (3N) (PROFIT OR COST??? OR PRIC??? OR DEMAND OR SUPPLY OR PRODUCTION OR INVENTORY)
S2	42675	S1 (5N) (CONSTRAINT OR CONSTRAINED OR CONSTRAINING OR LIMIT OR LIMITING OR LIMITED OR RANGE)
S3	1894164	(DETERMIN?????? OR CALCULAT???? OR FIND??? OR ESTIMAT???? OR PREDICT???? OR FORECAST???) (5N) (PROFIT OR COST??? OR PRIC??? OR ECONOMIC?? OR ASSET?? OR EXPENSE??)
S4	854	S2 (10N) S3
S5	646	RD S4 (unique items)
S6	177	PD <= 20010910 AND S5 [scanned ti,pd,kwic all]